

**Alcatel OmniPCX Office**

**Alcatel 4008/4018/4019**



▼  
**ALCATEL**



# User manual

## Introduction

Thank you for choosing a telephone from the 4008/4018/4019 range manufactured by **Alcatel**.  
Your terminal has a new ergonomic layout for more effective communication.



## How to use this guide



Lift the receiver.



Line key.



Hang up.



Specific key on numeric keypad.



Numeric keypad.



Means that the function is subject to programming. If necessary, contact your installer.



Adjustment "reduce".



Fixed key.



Adjustment "increase".



MENU key.



Loudspeaker,  
hands free.



Voice mail access key.



Move the navigation key up or down.



To go back one level (press and release) or to return to the welcome page (press and hold) ;  
during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return  
to the telephone screens.

These symbols can be supplemented by small icons or text.



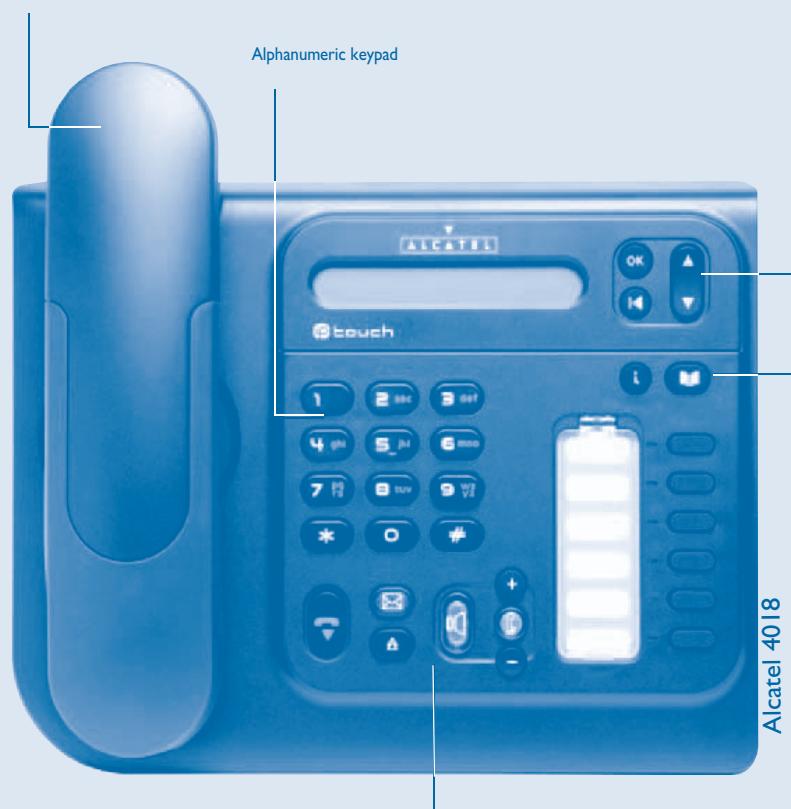
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# Getting to know your telephone

Handset



Alphanumeric keypad

## ■ Audio keys



**Hang-up key:** to terminate a call.



**Hands-free/Loudspeaker Key:** to make or answer a call without lifting the receiver (Alcatel 4008/4018).

- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode (long press).



- Intercom/Mute key:**
- During a conversation: press this key so that your correspondent can no longer hear you.
  - Terminal idle: press this key to answer calls automatically without picking up the receiver (Alcatel 4008/4018).



**To adjust the loudspeaker or handset volume up or down**

## ■ Function keys



**Messaging key to access various mail services**

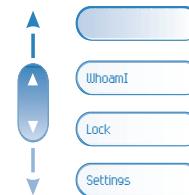
If the key flashes, a new voice message or a new text message has been received.



**'Redial' key**

- To access the 'Redial' function (short press)
- Call back on the last 10 number dialled (long press).

## ■ Navigation



**Up-down navigator:** used to navigate around the home page, through the menus or in a text zone when entering characters.

The home page consists of:

- Information on the status of the set (set locked, call forward, etc.)
- Date and time
- Set programming and configuration functions

## Functions accessible (set in idle position):

WhoamI

Identify the terminal you are on,

Rediallist

Call back on the last 10 number dialled,

Lock

Lock / unlock your telephone,

Appointment

Programming an appointment reminder,

Forward

Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to beeper),

Settings

Configure the set (personal assistant, display, ring tone, voice mail, etc.),

Dialbyname

Using call by name.

## Features accessible in conversation:

Hold

Placing a call on hold (hold),

#MFcode

Sending DTMF signals,

Savetorep

Store the number in the personal phone book,

TransferUMU

Transfer a call to the voice mailbox of an absent party.

Other features can be accessed depending on the configuration of the system.



**OK key:** used to validate your choices and options while programming or configuring.



**Back/Exit key:** to return to previous menu (short press) or return to first screen (long press). You can also use this key to correct a character you entered.

## ■ Function keys and programmable keys



**Guide key:** Use to obtain information on the pre-programmed keys or to access the set programming or configuration.



**Phone book key :** Phone book key to access your personal phone book (short press) or to make a call by name (long press or press twice).

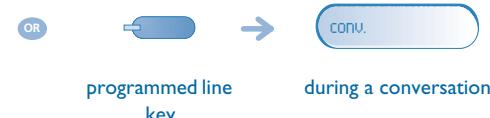


**Pre-programmed function keys and programmable key**  
Lit when the function associated with the key is activated.

The 6-key block consists of:

- two line keys,
- one 'immediate forwarding or cancel call-forward' key,
- one 'conference' key,
- one 'transfer' key,
- one direct call key to programme.

### 1.1 Making a call



To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

### 1.2 Receiving a call



### 1.3 Using the telephone in 'Hands free' mode (Alcatel 4008/4018 only)

Terminal idle:

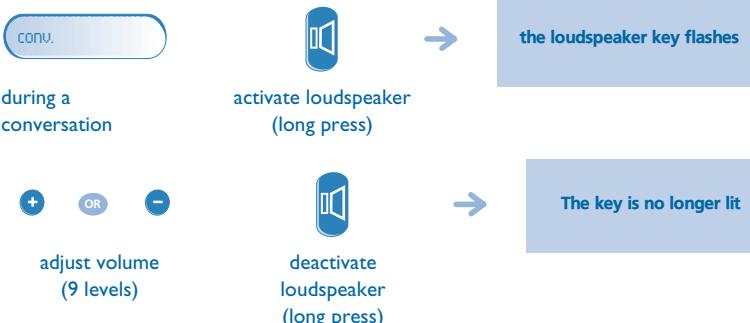


Call in progress:



During a conversation, you can lift the receiver without terminating the call.

### 1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker.



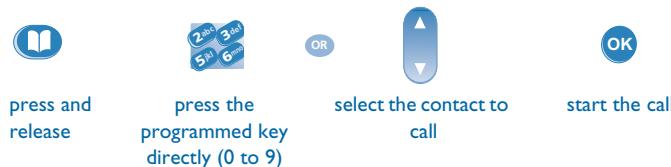
press and release the loudspeaker key to switch to hands free mode (light steady) (Alcatel 4008/4018).

### 1.5 Calling your correspondent by name (company directory)



# Using your telephone

## 1.6 Make a call using the personal phone book



## 1.7 Filtering calls using the voice mailbox (Alcatel 4008/4018 only)

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

### Activating call screening :



### When you receive a call :



## 1.8 Redialling

### Redialling the last number dialled (redial)



### Call back on the last 10 number dialled



## 1.9 Make a call-back request to a busy number



# Using your telephone

## 1.10 Answering an internal call in intercom mode (Alcatel 4008/4018 only)

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- To activate - Terminal idle:



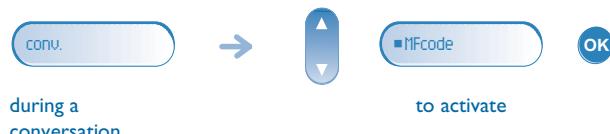
 When your caller hangs up, intercom mode remains active.

- To deactivate - Terminal idle:



## 1.11 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



during a conversation    to activate

 The function is automatically cancelled when you hang up.

## 1.12 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:



during a conversation

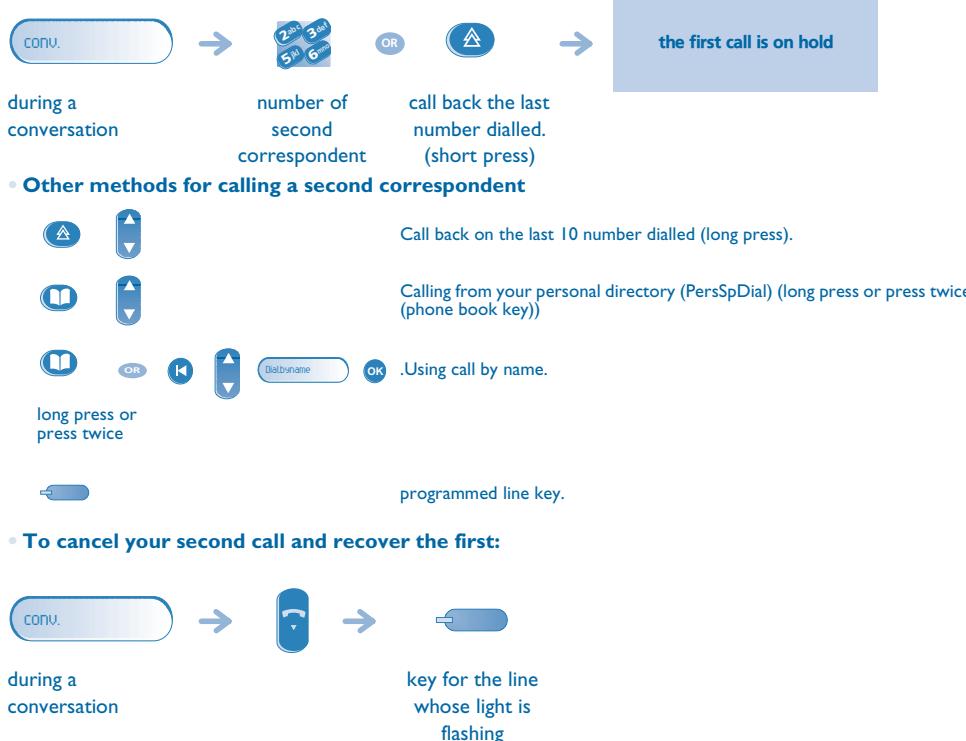
disable microphone



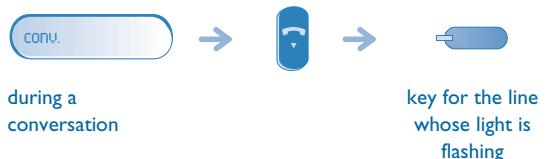
resume the conversation

## 2 During a conversation

### 2.1 Making a second call during a conversation



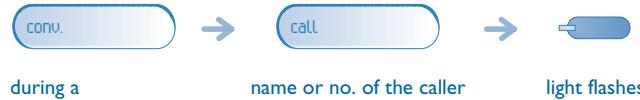
#### To cancel your second call and recover the first:



If you make an error, hang up: your telephone will ring and you will recover your first call.

### 2.2 Answering a second call during a conversation

#### A second correspondent is trying to call you:



#### Answer call displayed



#### To return to your first caller and end the conversation in progress



### 2.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.  
To accept the second call:



# During a conversation

## 2.4 Transferring a call

- To transfer your call to another number:



during a conversation      no. of the 2nd terminal

- If the number receiving the transfer answers:



'transfer'

programmed key

You can also transfer your call immediately, without waiting for your correspondent to answer.



Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

## 2.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.



during a conversation

number of second correspondent

## 2.6 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold



during a conversation

"conference" programmed key

- Cancel the conference and remain with your second correspondent (your first call is placed on hold)



"conference"

programmed key

- hang up on all correspondent



- After the conference, to leave your two correspondents talking together:



cancel the conference



'transfer' programmed key

## 2.7 Placing a call on hold (hold)

- Exclusive hold:

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.



during a conversation

- Recover the call on hold:



key for the line whose light is flashing

# During a conversation

## 2.8 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:



during a conversation

- To recover the parked call:



number of telephone from which call was parked

 If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

## 2.9 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:



'intrude on a call'

programmed key

- Protection against intrusion:



'communication protection'

programmed key



enter the number



Protection is cancelled when you hang up.

## 2.10 Store a number

During a call, to save the number onto a call key:



during a conversation

select the key to programme (0 to 9)



enter the name of your correspondent\*

\* enter the name of your correspondent :



enter the text: the number pad keys have letters that you can display by successive presses



position the cursor in the entry field



erase last character entered



enter a digit (keys 0 to 9)

## 2.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a conversation

adjust audio volume

### 3

## 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

### 3.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.



**When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.**



lift the receiver  
(see making a call)



enter the 'meet me'  
conference activation  
code

OR



from the outside, dial  
the 'meet me'  
conference activation  
call number



enter your  
telephone number  
(internal)



enter your  
personal  
password



enter the conference  
access code



**the conference is set-up**

■ Activation code : this code is defined by the administrator during system configuration.

■ Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator.

■ Password: the default password cannot be used. If necessary, refer to chapter "Modifying your personal code".



**When the conference master on-hooks, all the communications will be cut-off.**

### 3.2 Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).



lift the receiver  
(see making a  
call)



enter the joining code  
for the 'meet me'  
conference

OR



from the outside, dial  
the 'meet me'  
conference joining call  
number



enter the  
conference access  
code



**You are in conference mode**

■ Joining code : this code is defined by the administrator during system configuration.

■ Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator.



**An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.**



**You cannot join a conference if the maximum allowed number of participants is already reached.**



**If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).**



**If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).**

#### 4.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:



"supervised call ringing" programmed key      same key to cancel

#### 4.2 Answering the general bell

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:



during a conversation

#### 4.3 Manager/secretary filtering

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- From the manager's or secretary's telephone:



"filter" programmed key



same key to cancel



*Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.*

#### 4.4 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- If the telephone ringing is in your own pick-up group:



'group call pick-up' programmed key

- If the telephone ringing is not in your pick-up group:



number of telephone ringing



number of telephone ringing

*The system can be configured to prevent call pick-up on certain telephones.*

#### 4.5 Answering briefly in place of the operator

Outside calls to the operator will ring on your telephone and you can answer the call:



your telephone will ring at the same time as the switchboard



"operator help" programmed key

same key to cancel

- Calls to the switchboard:

calls to the switchboard will ring on your telephone



"operator help" programmed key

## 4.6 Hunting groups

- Hunting group call:**

Certain numbers can form a hunting group and can be called by dialling the group number.



no. of group to be called

- Temporary exit from your hunting group:/Return into your group:**



'leave group'  
programmed key      your group number

 Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

## 4.7 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:



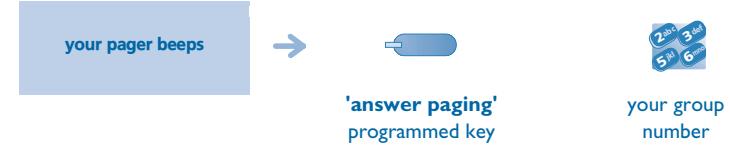
your correspondent  
does not reply      'paging'  
programmed key



 Your correspondent can answer from any telephone in the system.

## 4.8 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.



## 4.9 Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

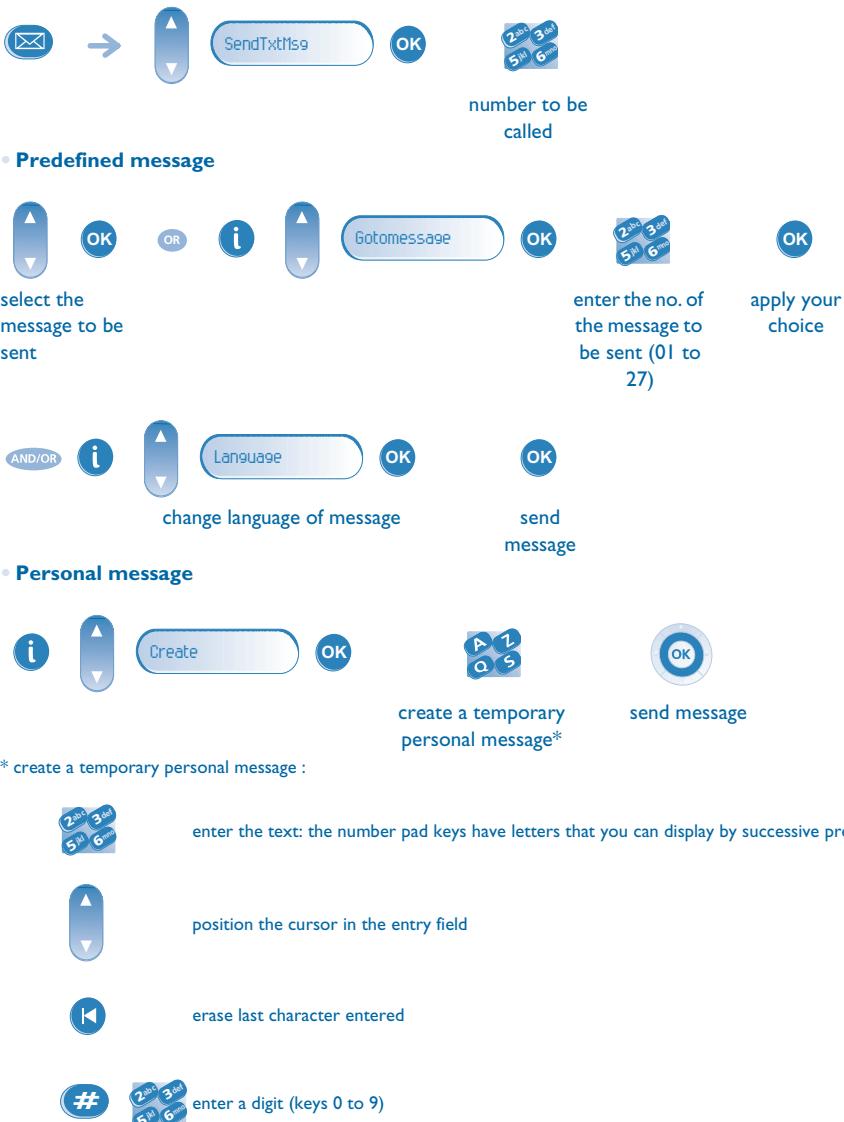


your  
correspondent  
does not reply

 you are connected to the loudspeaker on your correspondent's  
phone (if he/she has the hands free function)

# Sharing

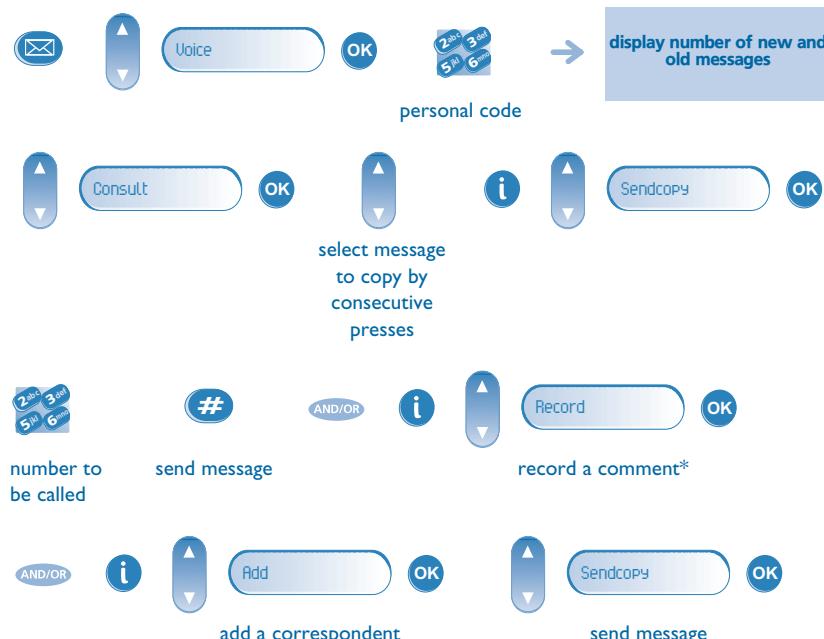
## 4.10 Sending a written message to an internal correspondent



### The 27 standard messages are shown below:

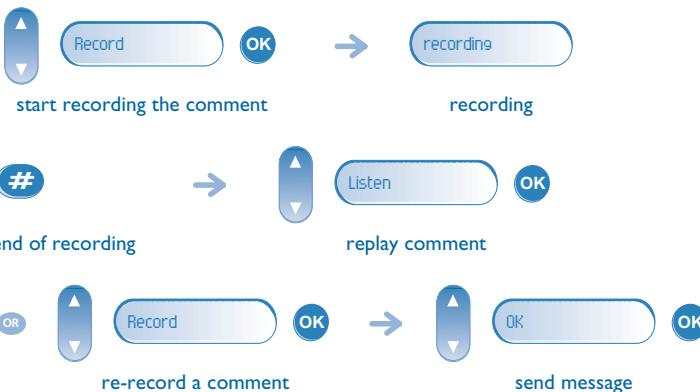
1 Call me back	15 Meeting on ____ (*)
2 Call me back tomorrow	16 Meeting on ____ at ____ (*)
3 Call me back at ____ (*)	17 Out for a while
4 Call back ____ (*)	18 Absent for the rest of the day
5 Call the attendant	19 Absent, back at ____ (*)
6 Call the secretary	20 Absent, back on ____ at ____ (*)
7 I will call back at ____ (*)	21 On vacation, back on ____ (*)
8 Use paging	22 External meeting
9 Please fetch your fax	23 External meeting, back on ____ (*)
10 Please fetch your mail	24 I am in room nr ____ (*)
11 Please cancel your forwarding	25 In a meeting - do not disturb
12 Visitors are waiting	26 At lunch
13 You are expected at reception	27 Indisposed
14 Meeting at ____ (*)	(*) Messages to be completed using numeric keypad

## 4.11 Send a voice message copy

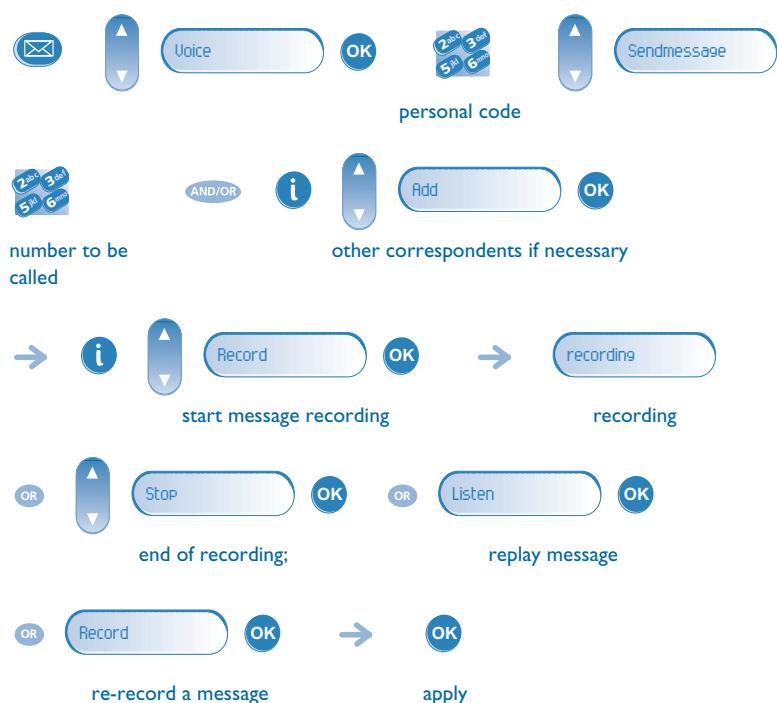


# Sharing

- \* To record a comment :

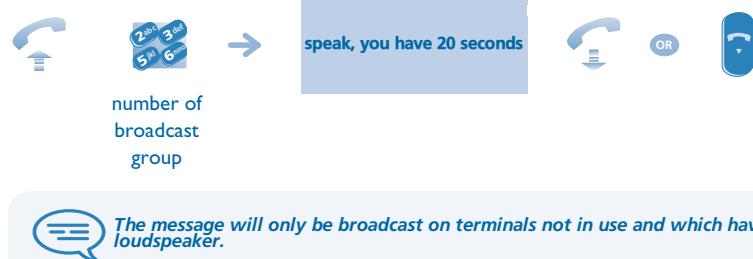


## 4.12 Sending a recorded message to a number / a distribution list



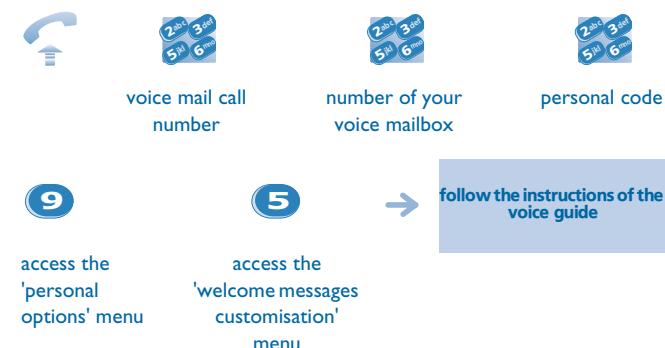
## 4.13 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



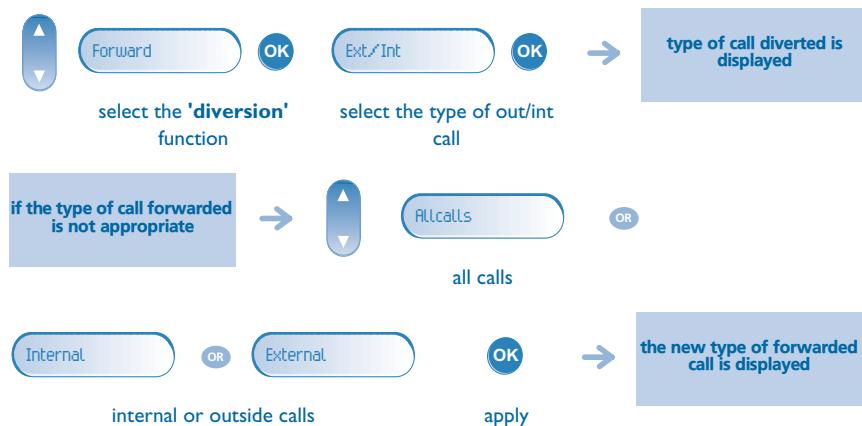
## 4.14 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.



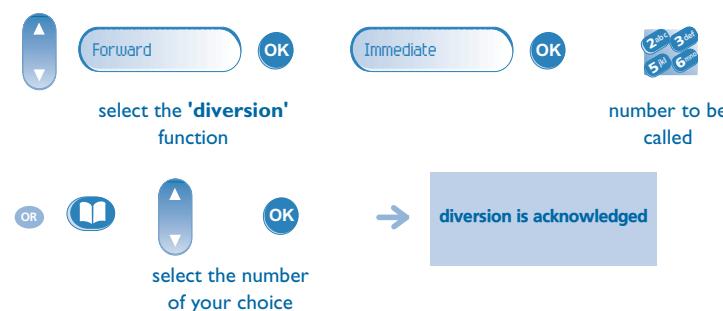
## 5.1 Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



## 5.2 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).



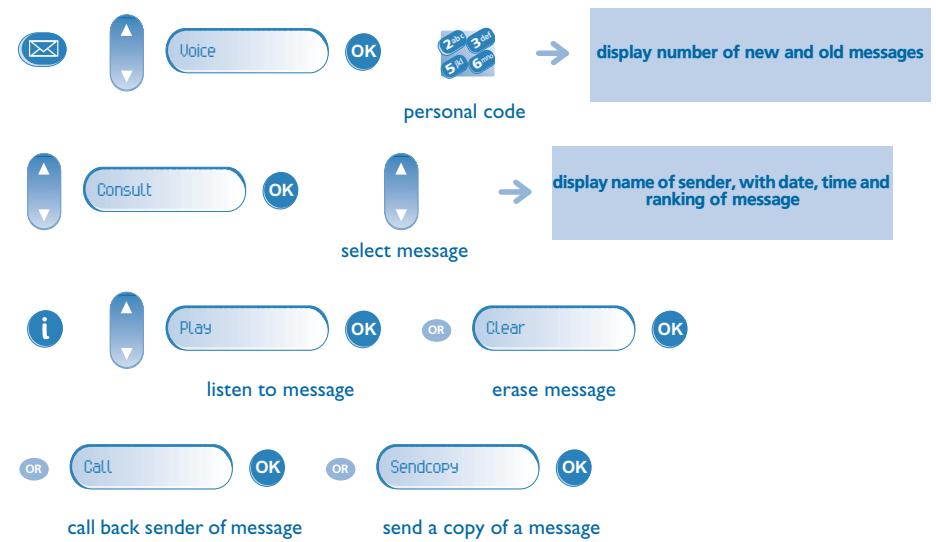
You can make calls, but only the destination number can call you.

## 5.3 Diverting your calls to your voice message service



## 5.4 When you return, consult recorded messages

The light indicates that messages have been received.

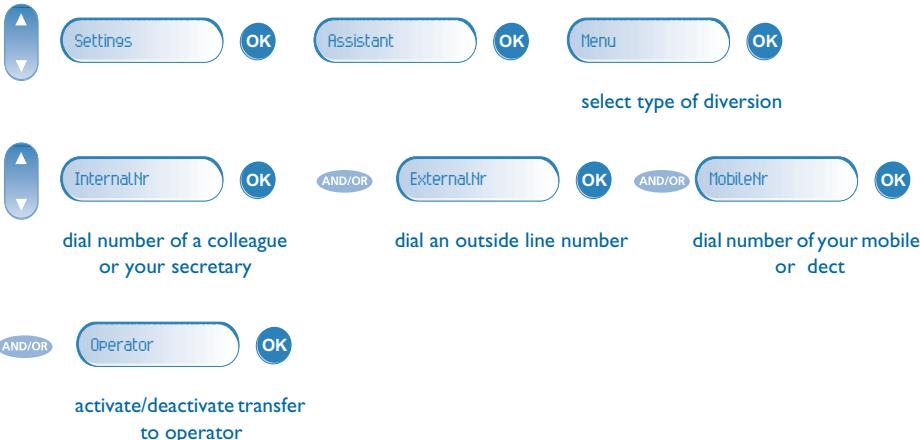


## 5.5 Activate/disable the personal assistant



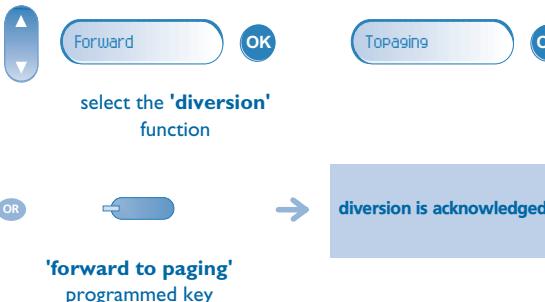
# Keep in touch

## 5.6 Personal assistant : reaching you with one number only



## 5.7 Diverting calls to your pager

Callers will thus be able to contact you while you are moving around the company:



## 5.8 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:  
Use the "Follow me" function.



## 5.9 Applying a selective diversion

You can selectively divert calls, according to the caller's identity:



## 5.10 Diverting all group calls

You can divert all your group calls to another internal number:



# Keep in touch

## 5.11 Cancelling all diversions



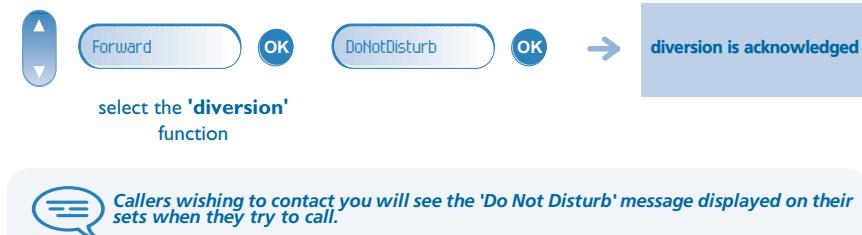
## 5.12 Diverting calls when your line is busy (divert if busy)

Callers can be diverted to another telephone if you are already on the line.



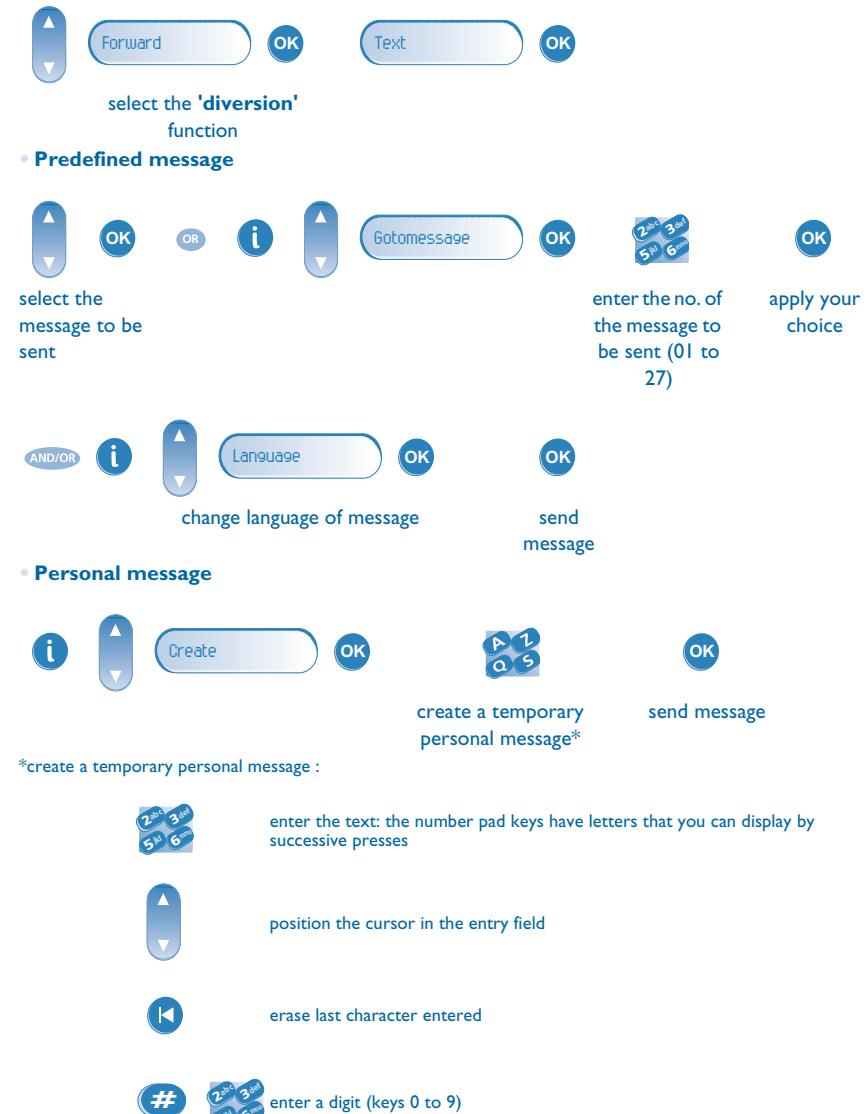
## 5.13 Do not disturb

You can make your terminal temporarily unavailable for all calls.



## 5.14 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



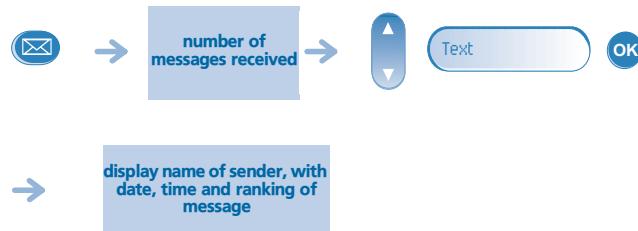
# Keep in touch

- The 27 standard messages are shown below:

1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at ____ (*)
3	Call me back at ____ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at ____ (*)
6	Call the secretary	20	Absent, back on ____ at ____ (*)
7	I will call back at ____ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch;
13	You are expected at reception	27	Indisposed
14	Meeting at ____ (*)	(*)	Messages to be completed using numeric keypad

## 5.15 Consulting written messages

The light indicates that messages have been received.



During the display of the information:

call back the message sender (the message is erased automatically after the call)

next message

previous message

During consultation of a message, pressing the 'i' key provides access to the following functions: ( )

- |  |  |
|--|--|
|  | erase message  |
|  | call back sender of message                            |
|  | sending a written message to an internal correspondent |
|  | save the sender's number in your directory             |
|  | terminate consultation                                 |

## 5.16 Message notification

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.



- Activate/deactivate message notification:



- Enter the number of the set where the notification is to be received:



- Change the time slot:  
The time slot during which notification is activated can be changed.



# 6 Managing your charges

## 6.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.



'project code'  
programmed key



enter the number  
of the terminal to  
receive the  
message



password for this  
internal telephone



enter number for  
correspondent

### Adding or changing a business code during a call:



"Business account code during call" programmed key

## 6.2 Finding out the cost of an outside call made for an internal user from your terminal



the call is placed on hold

programmed key  
'meter total recall'



outside  
number  
called



Transfer

OK

OR



transfer call to your  
correspondent on hold

### When the internal correspondent who has taken the call on-hooks, you are called back and can:

- I. Read information concerning call (cost, duration, number of units...).



2. Print a charge ticket.



3. Terminate consultation.

# 7 Programming your telephone

## 7.1 Initializing your voice mailbox



Your personal code is used to access your voice mailbox and to lock your telephone.

## 7.2 Customising your voice greeting

You can replace the greeting message by a personal message



recording

recording

During consultation of a message, pressing the 'i' key provides access to the following functions: ( )

- Stop to stop the recording
- Pause to pause recording
- Record to record the message again

## 7.3 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.



old code  
(4 digits)



new code  
(4 digits)



display requests  
confirmation of new  
password



As long as your voice mailbox has not been initialized, personal code is 1515.

## 7.4 Configuring the telephone ringer



▼ Choose the tune:



select the melody of  
your choice (16 tunes)



apply your choice

▼ Adjusting the ringer volume:



select the volume of your  
choice (12 levels)



apply your choice

# Programming your telephone

## Activate/disable meeting mode (progressive ringing):



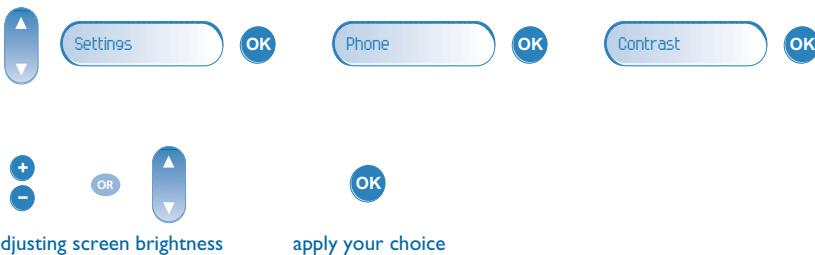
## Activate/deactivate discreet ring mode:



## Adjust ringer volume while a call arrives:



## 7.5 Adjusting screen brightness



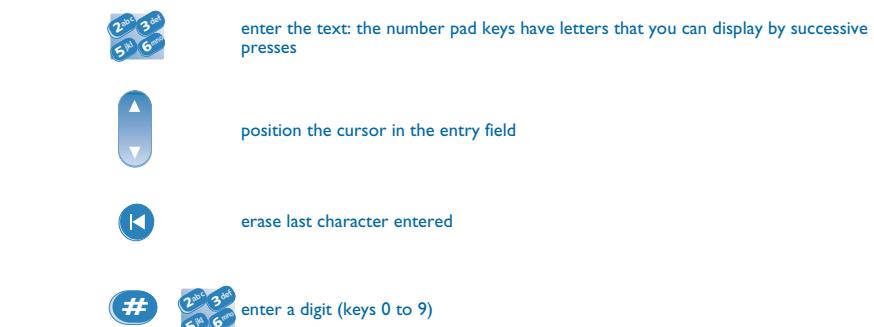
## 7.6 Selecting language



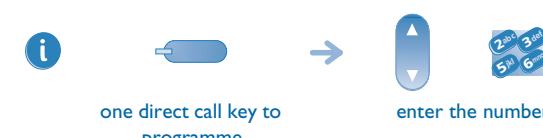
## 7.7 Make a call using the personal phone book



press and release  
\* Enter the name :



## 7.8 Programming direct call keys



one direct call key to programme  
enter the number

# Programming your telephone

## 7.9 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).



- At the programmed time, your telephone rings:



If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- To cancel your appointment call-back request:

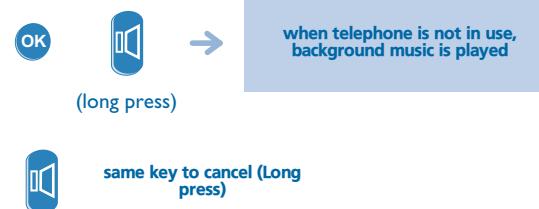


## 7.10 Identify the terminal you are on



## 7.11 Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):



The music stops when a call is made or received and starts again when you hang up.

## 7.12 Lock / unlock your telephone



## 7.13 Activating/deactivating 'forced headset' mode

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver;



## 8.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

## 8.2 Open an agent session (login)



### • ACD application welcome screen

name of the agent set [A2] status of the queues [01]

## 8.3 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- **In service**, the agent is ready to receive calls.
- **Withdrawn**, the agent has withdrawn from the ACD application.
- **Additional task**, the agent is performing a task concerning a call and is not taking other calls.
- **Temporarily absent**, the agent has taken a break and is not taking calls.

## 8.4 Changing the operating status of the set

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.



enter the feature code  
to activate

Statuses	Codes
in service	
withdrawn	
additional task	
temporarily absent	



A melody is played: activation accepted, the  
change of status has been carried out

OR

A 'buzzer' type alarm sounds: activation refused, the set  
is probably not taken into account by the call centre; you  
should contact your administrator

## Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.

The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

### Declaration of compliance

EC countries: we, **Alcatel Business Systems**, declare that the Alcatel 4008/4018 and 4019 products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.



### Information relative to the environment

This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

### Operating conditions

Operating temperature range: -5°C /45°C .

### Acoustic shock protection

The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia) .

### Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise; at its maximum setting, the level is x dB at 60 cm from terminal. To reduce the level, the following is recommended:

- reduce the setting (9 levels of 5 dB)
- program a progressive ring

Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.  
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